



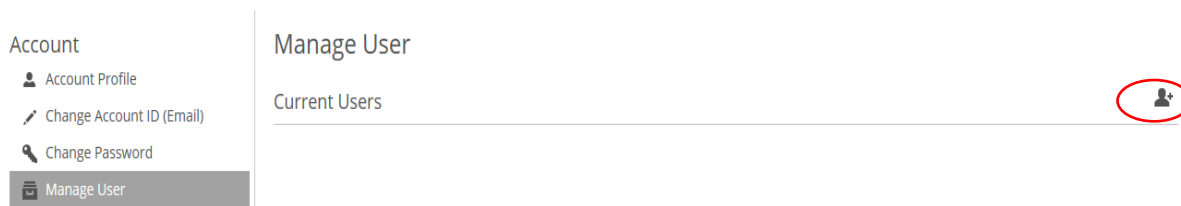
## Create and Edit A Sub Account

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A sub account or multiple sub accounts can be created to allow employees in the same organization, partner who provides maintenance or managing the firewalls to access the support portal. Master account user has the full admin right to create sub accounts or sub account user who has full access level with permission to create sub account will be able to create additional sub accounts.

To create a sub account:

1. Go to <https://support.fortinet.com>
2. Enter your **account ID/email** and **password**.
3. Click “**Sign In**”
4. Click on icon  at the upper right of the homepage.
5. Select “**Manage User**”
6. Next, click  to add sub account.



## Create and Edit A Sub Account

### 7. Fill in sub account user information.

**Account**

- Account Profile
- Change Account ID (Email)
- Change Password
- Manage User**

### Add User

**User Info**

**User Name:\***  
User 1

**Telephone:\***  
+1-408-235-7700

**Email (Account ID):\***  
user1@fortinet.com

**Confirm Email (Account ID):\***  
user1@fortinet.com

**Description:**

**Permissions**

- ☒ Customer Service
- ☒ RMA/DOA
- ☒ Technical Assistance
- ☒ Notify the master account of ticket updates
- ☒ Send renewal notices
- ☒ Can create user
- ☒ Full Access ☐ Limit Access

You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

**Save** **Cancel**

**Permissions** – customize types of access that allowed for this sub account user.

- A. **Full Access:** sub account user with full access has the same access level as master account user.

8. Click **Save** to complete sub account creation.

- B. **Limit Access:** sub account user with limit access has limited access to manage only the assigned product serial number but will not be able to receive renewal notices and create additional sub account.
- Choose the serial number from the product list. **OR**
  - Type the serial number in the column, click “ Apply Filter ”

## Create and Edit A Sub Account

**Account**

- Account Profile
- Change Account ID (Email)
- Change Password
- Manage User**

### Add User

**User Info**

User Name:\*  Telephone:\*

Email (Account ID):\*  Confirm Email (Account ID):\*

Description:

**Permissions**

- ☒ Customer Service
- ☒ RMA/DOA
- ☒ Technical Assistance
- ☒ Notify the master account of ticket updates
- ☐ Send renewal notices
- ☐ Can create user
- ☐ Full Access ☒ Limit Access

**Access List**

Filters:

	Serial Number	Description
<input checked="" type="checkbox"/>	FG100C3G0860	

You are about to create a sub-account for Fortinet, Inc. By doing so, you agree to share visibility for this account, including ticket history and asset management, as per the settings that you have defined. You agree to assure that sharing visibility does not breach any confidentiality obligations or applicable data protection legislation.

9. Click  to complete sub account creation.

To edit a sub account:

1. Select “Manage User ”
2. Click on sub account’s name, ie: User1 to start **OR**

**Account**

- Account Profile
- Change Account ID (Email)
- Change Password
- Manage User**

### Manage User

**Current Users**

Name	Email (Account ID)	Description	Action
User1	user1@fortinet.com		<input checked="" type="button" value="Delete"/>

3. Click  to delete sub account.

## Create and Edit A Sub Account

Account

Account Profile

Change Account ID (Email)

Change Password

Manage User

User Details

User Account Info

User Name: User1  
Email: user1@fortinet.com  
Telephone: +1-408-235-7700  
Description: N/A

Permissions

☒ Customer Service

☒ RMA/DOA

☒ Technical Assistance

☒ Notify the master account of ticket updates

☒ Send renewal notices

☒ Can create user

☒ Full Access ☐ Limit Access

Edit

Change User ID

Reset User Password

Back to list

- I. **Edit** – to change User name, Telephone and Permissions
- II. **Change User ID** – to change New User ID(Email)
- III. **Reset User Password** – to reset user password, click “OK” to proceed

### Warning

Your reset password request has been processed, user will receive reset email in his/her email.

OK